

4068.P002



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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of:

Andrew T. Busey, et al.

Serial No.: 08/768,606

Filed: December 18, 1996

For: METHOD AND APPARATUS FOR
EMBEDDING CHAT FUNCTIONS IN
A WEB PAGE

) Examiner: Kindred, A.

) Art Unit: 2776

RECEIVED

FEB 21 2002

OFFICE OF PETITIONS
DEPUTY A/C PATENTS

Assistant Commissioner for Patents
Washington, D.C. 20231

**PETITION TO REVIVE AN ABANDONED APPLICATION
UNDER 37 CFR 1.137 (b)**

Sir:

The Applicants respectfully petitions The Commissioner for Patents to revive the above-identified application under the provisions of 37 CFR 1.137(b) on the ground that the delay in taking required further action was unintentional.

FIRST CLASS CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage in an envelope addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231

on January 18, 2002
Date of Deposit

Signature

Carla Zavala
Name of Person Mailing Correspondence

Date

02/15/2002 FRESHMAN: 00000053 022556 08768606

01 FC:141

70.00 CR

1210.00 OP

09/768,606

1

1. Petition fee

The petition fee of \$1,210.00 for unintentional abandonment of a large entity is enclosed herewith.

2. Reply and/or fee

The reply and fee to the above-noted Office Action in the form of an Amendment and Response are enclosed herewith.

3. Terminal disclaimer with disclaimer fee

Since this utility application was filed on or after June 8, 1995, no terminal disclaimer is required.

4. STATEMENT:

The entire delay in filing the required reply from the due date for the required reply until the filing of a grantable petition under 37 CFR 1.137(b) was unintentional. If a petition pursuant to 37 CFR 1.137 is not filed within a year of the date of the abandonment, as per MPEP section 711.03(c)(iii)(C) and (D), the Patent Office requires:

(A) further information as to when the applicant (or the applicant's representative) first became aware of the abandonment of the application; and

(B) a showing as to how the delay in discovering the abandoned status of the application occurred despite the exercise of due care or diligence on the part of the applicant (or applicant's representative).

Enclosed are several documents including the Notice of Abandonment, several Notice of Recordation of Assignment documents, an assignment of patent rights, and correspondence letters from current and previous counsel of record.

The above-mentioned application, serial number 08/768,606, was originally assigned to Acuity corporation as evidenced by the Notice of Recordation of Assignment document enclosed herewith. Acuity corporation was acquired by Quintus corporation, and the above-mentioned application was assigned to Quintus. This assignment transfer is evidenced by the Notice of Recordation of Assignment document enclosed herewith. Quintus corporation was then acquired by Avaya corporation, and the above-mentioned application was assigned to Avaya. This is evidenced by the assignment document enclosed herewith which is an assignment of patent rights from Quintus corporation to Avaya, Inc. on April 10, 2001.

As Quintus was acquired by Avaya, the file for the above-mentioned application was transferred first to Quintus and then to Blakely Sokoloff Taylor & Zafman, which is the law firm currently prosecuting the application. During negotiations between Quintus and Avaya, as well as the subsequent multiple transfers of the file from one entity to another, the above-mentioned application went unintentionally abandoned as evidenced by the Notice of Abandonment mailed on June 29, 2000 and enclosed herewith.

The file was first transferred to Blakely Sokoloff by Quintus sometime in September 2000. When the file was transferred, Blakely Sokoloff became aware of the abandonment and intended to revive the case pursuant to instructions from Quintus. This is evidenced in a letter from Blakely Sokoloff to Quintus dated September 11, 2000. However, at that time, negotiations were occurring between Quintus and Avaya for the

acquisition of Quintus's patent rights. The assignment of patent rights did not occur until April 10, 2001 from Quintus to Avaya. Shortly thereafter, counsel at Blakely Sokoloff had not yet received clear instructions to proceed with the case from Avaya.

The transfer of patent rights from Quintus to Avaya that occurred on April 10, 2001 involved a substantial amount of intellectual property. Handling the tasks of sorting out the acquired intellectual property assets and the difficulties associated with those tasks had to be handled before any course of action could be taken with respect to any of the patent application cases, including this one. After the necessary work was done associated with those tasks, copies of the file were transferred to Avaya corporation to determine if Avaya desired to revive the case. A letter was sent from Blakely Sokoloff on July 30, 2001 asking for instructions on how to proceed with the above-referenced case.

A letter was sent from Avaya corporation to Blakely Sokoloff on August 17, 2001 instructing Blakely Sokoloff to take the necessary steps to revive the application. Accordingly, Blakely Sokoloff has since then reviewed the file and written an Office Action response to file along with this petition to revive.

As illustrated above, the above-mentioned application went abandoned without intent on the part of any of the parties involved, including Quintus corporation, Avaya corporation, and the current counsel of record (Blakely Sokoloff). Accordingly, Applicants respectfully petitions the Commissioner for Patents to revive the above-identified application under the provisions of 37 CFR 1.137(b) on the ground that the delay in taking required further action was unintentional.

Please charge any additional fees or credit any overpayment to our Deposit

Account No. 02-2666.

Respectfully submitted,

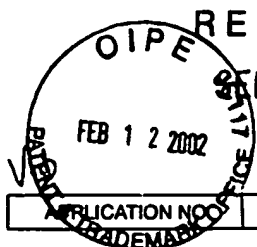
BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN LLP

Dated: 1/16, 2002



Archana B. Vittal
Attorney for Applicant
Reg. No. 45,182

12400 Wilshire Boulevard
Seventh Floor
Los Angeles, CA 90025-1026
(408) 720 - 8300



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Patent and Trademark Office**

Address: COMMISSIONER OF PATENTS AND TRADEMARKS
Washington, D.C. 20231

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.
08/768,606	12/18/96	BUSEY	A1041C1-US

LM02/0829
STEVEN R SPRINKLE
GARY CARY WARE & FREIDENTICH LLP
SUITE 1440
100 CONGRESS AVENUE
AUSTIN TX 78701

EXAMINER

KINDRED, A

ART UNIT	PAPER NUMBER
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2771

DATE MAILED: 06/29/00

Please find below and/or attached an Office communication concerning this application or proceeding.

Commissioner of Patents and Trademarks

Notice of Abandonment. 8/29/00



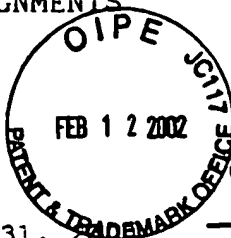
Notice of Abandonment

Application No. 08/768,606	Applicant(s) Bussey et al.	
Examiner Kindred	Group Art Unit 2771	

This application is abandoned in view of:

- ☒ applicant's failure to timely file a proper response to the Office letter mailed on 5-18-00.
 - ☐ A response (with a Certificate of Mailing or Transmission of _____) was received on _____, which is after the expiration of the period for response (including a total extension of time of _____ month(s)) which expired on _____.
 - ☒ A proposed response was received on 4/27/00, but it does not constitute a proper response to the final rejection.
(A proper response to a final rejection consists only of: a timely filed amendment which places the application in condition for allowance; a Notice of Appeal; or the filing of a continuing application under 37 CFR 1.62 (FWC)).
- ☒ No response has been received.
- ☐ applicant's failure to timely pay the required issue fee within the statutory period of three months from the mailing date of the Notice of Allowance.
 - ☐ The issue fee (with a Certificate of Mailing or Transmission of _____) was received on _____.
 - ☐ The submitted issue fee of \$_____ is insufficient. The issue fee required by 37 CFR 1.18 is \$_____.
 - ☐ The issue fee has not been received.
- ☐ applicant's failure to timely file new formal drawings as required in the Notice of Allowability.
 - ☐ Proposed new formal drawings (with a Certificate of Mailing or Transmission of _____) were received on _____.
 - ☐ The proposed new formal drawings filed _____ are not acceptable.
 - ☐ No proposed new formal drawings have been received.
- ☐ the express abandonment under 37 CFR 1.62(g) in favor of the FWC application filed on _____.
- ☐ the letter of express abandonment which is signed by the attorney or agent of record, the assignee of the entire interest, or all of the applicants.
- ☐ the letter of express abandonment which is signed by an attorney or agent (acting in a representative capacity under 37 CFR 1.34(a)) upon the filing of a continuing application.
- ☐ the decision by the Board of Patent Appeals and Interferences rendered on _____ and because the period for seeking court review of the decision has expired and there are no allowed claims.
- ☐ the reason(s) below:

KIM VU
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2700

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Washington, D.C. 20231

OCTOBER 31, 2000

PTAS

BLAKELY, SOKOLOFF, TAYLOR ET AL.
JAMES H. SALTER
12400 WILSHIRE BLVD.
7TH FLOOR
LOS ANGELES, CA 90025***700002590A***

700002590A

UNITED STATES PATENT AND TRADEMARK OFFICE
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RECORDATION DATE: 10/26/2000

REEL/FRAME: 011063/0577
NUMBER OF PAGES: 11

BRIEF: AGREEMENT AND PLAN OF REORGANIZATION

ASSIGNOR:

ACUITY CORPORATION

DOC DATE: 09/10/1999

ASSIGNOR:

RIBEYE ACQUISITION CORPORATION

DOC DATE: 09/10/1999

ASSIGNEE:

QUINTUS CORPORATION
47212 MISSION FALLS COURT
FREMONT, CALIFORNIA 94539SERIAL NUMBER: 08722898
PATENT NUMBER: 5764916FILING DATE: 09/27/1996
ISSUE DATE: 06/09/1998SERIAL NUMBER: 08768606
PATENT NUMBER:FILING DATE: 12/18/1996
ISSUE DATE:**ENTERED JHS DB**

011063/0577 PAGE 2

MAURICE CARTER, EXAMINER
ASSIGNMENT DIVISION
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FORM PTO-1619A
OMB 0651-0027

10/26/2000

700002590
700002590U.S. Department of Commerce
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PATENT

RECORDATION FORM COVER SHEET
PATENTS ONLY

TO: The Commissioner of Patents and Trademarks : Please record the attached original document(s) or copy(ies).

Submission Type

☒ New☐ Resubmission (Non-Recordation)

Document ID # _____

☐ Correction of PTO Error

Reel # _____ Frame # _____

☐ Corrective Document

Reel # _____ Frame # _____

Attorney Docket No: 004068 P004

Conveyance Type

☐ Assignment☐ Security Agreement☐ License☐ Change of Name☐ Merger☒ Other Agreement And
Plan of Reorganization

U.S. Government

(For Use ONLY by U.S. Government Agencies)

☐ Departmental File☐ Secret File

Conveying Party (ies)

☐ Mark if additional names of conveying parties attachedExecution Date
Month Day YearName (1st party) Acuity Corporation

09 10 1999

Name (2nd party) Ribeys Acquisition Corporation

09 10 1999

Name (3rd party) _____

Name (4th party) _____

Receiving Party

☐ Mark if additional names of receiving parties attachedName (line 1) Quintus CorporationName (line 2) a corporation of DelawareAddress (line 1) 47212 Mission Falls Court

Address (line 2) _____

Address (line 3) Fremont

CA

94539

City

State/Country

Zip Code

☐ If document to be recorded is an assignment and the receiving party is not domiciled in the United States, an appointment of a domestic representative is attached. (Designation must be a separate document from Assignment.)

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(Complete only if receiving party is not domiciled in the United States)

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OMB 0651-0027

Page 2

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Patent and Trademark Office
PATENT

Correspondent Name and Address

Area Code and Telephone Number 408 720 8300

Name James H. Salter

Address (line 1) Blakey, Sokoloff, Taylor & Zafman LLP

Address (line 2) 12400 Wilshire Boulevard

Address (line 3) Seventh Floor

Address (line 4) Los Angeles, CA 90025

Pages

Enter the total number of pages of the attached conveyance document.

9

Application Number (s) or Patent Number (s)

☐

Mark if additional numbers attached

Enter either the Patent Application Number or the Patent Number (DO NOT ENTER BOTH numbers for the same property).

Patent Application Number (s)

Patent Number (s)

08722898

08768606

If this document is being filed together with a new Patent Application, enter the date the patent application was signed by the first named executing inventor.

Month Day Year

Patent Cooperation Treaty (PCT)

Enter PCT application number only if a
U.S. Application Number has not been
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PCT

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Enter the total number of properties involved.

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Fee Amount for Properties Listed (37 CFR 3.41):

\$ 80.00

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Enclosed ☐

Deposit Account ☒

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Statement and Signature

To the best of my knowledge and belief, the foregoing information is true and correct and any attached copy is a true copy of the original document. Charges to deposit account are authorized, as indicated herein.

James H. Salter

35,668

Name of Person Signing

Registration No.

Signature

Date

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To: **Name:** BLAKELY, SOKOLOFF, TAYLOR ET AL.
 Company: JAMES H. SALTER
 Fax Number: 14087201658
 Voice Phone:

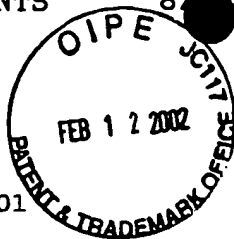
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Pg#	Description
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2	647.TXT
4	Document 1, Batch 202942

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Washington, D.C. 20231

JULY 30, 2001

PTAS

BLAKLEY, SOKOLOFF, TAYLOR & ZAFMAN LLP
THOMAS C. WEBSTER
12400 WILSHIRE BOULEVARD, 7TH FLOOR
LOS ANGELES, CALIFORNIA 90025***700006583A***

700006583A

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RECORDATION DATE: 07/26/2001

REEL/FRAME: 011783/0692
NUMBER OF PAGES: 4

BRIEF: ASSIGNMENT OF ASSIGNOR'S INTEREST (SEE DOCUMENT FOR DETAILS).

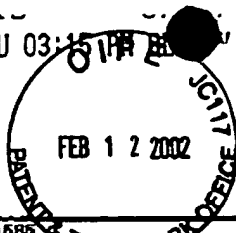
ASSIGNOR:

QUINTUS CORPORATION

DOC DATE: 04/10/2001

ASSIGNEE:

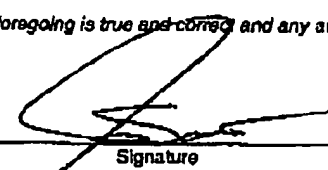
AVAYA INC.
211 MOUNT AIRY ROAD
BASKING RIDGE, NEW JERSEY 07920p009 SERIAL NUMBER: 09209800
PATENT NUMBER:FILING DATE: 12/11/1998
ISSUE DATE:p001 SERIAL NUMBER: 09374646
PATENT NUMBER:FILING DATE: 08/16/1999
ISSUE DATE:p002 SERIAL NUMBER: 08741470
PATENT NUMBER:FILING DATE: 10/30/1996
ISSUE DATE:p004x2 SERIAL NUMBER: 09187895
PATENT NUMBER:FILING DATE: 11/06/1998
ISSUE DATE:



07/26/2001

700006583

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FORM PTO-1585 (Rev. 3/01) OMD NO. 0651-0011 exp. 5/31/2002		Recordation Form Cover Sheet PATENTS ONLY		U.S. DEPARTMENT OF COMMERCE Patent and Trademark Office	
To the Honorable Commissioner of Patents and Trademarks. Please record the attached original documents or copy thereof.					
1. Name of conveying party(ies): Quintus Corporation			2. Name and address of receiving party(ies): Name: Avaya Inc.		
Additional name(s) of conveying party(ies) attached? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes			Internal Address: _____		
3. Nature of Conveyance <input checked="" type="checkbox"/> Assignment <input type="checkbox"/> Merger <input type="checkbox"/> Security Agreement <input type="checkbox"/> Change of Name <input type="checkbox"/> Other:			Street Address: 211 Mount Airy Road		
Execution Date(s): 04/10/2001			City: Banking Ridge State/Province: New Jersey Zip: 07820 Country: USA		
4. Application Number(s) or patent number(s): If this document is being filed together with a new application, the execution date of the application is: _____ A. Patent Application No.(s) 08/208,800, 08/374,848, 08/741,470, 08/187,885, 08/240,207, 08/416,737, 08/210,169, 08/768,606, 08/060,867,			B. Patent No.(s) U.S. Patent No.: 5,764,918		
Additional numbers attached? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No					
5. Name and address of party to whom correspondence concerning document should be mailed: Thomas C. Webster Name: Blakely, Sokoloff, Taylor & Zafman LLP Internal Address: _____ Street Address: 12400 Wilshire Boulevard, 7th Floor City: Los Angeles State: California Zip: 90025			6. Total number of applications and patents involved: 10		
7. Total Fee (37 CFR 3.41).....\$400.00 <input type="checkbox"/> Enclosed <input checked="" type="checkbox"/> Authorized to be charged to deposit account			8. Deposit Account Number: 02-2666		
(Attach duplicate copy of this page if paying by deposit account)					
DO NOT USE THIS SPACE					
9. Statement and signature. To the best of my knowledge and believe, the foregoing is true and correct and any attached copy is a true copy of the original document					
James H. Saker Reg. No.: 35,668 Name of Person Signing		 Signature		7/6/01 Date	
Total number of pages including cover sheet, attachments, and document: 4					

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Atty Docket No. 04068G000

011783/0692 PAGE 2

PO08 SERIAL NUMBER: 09240207
PATENT NUMBER:

FILING DATE: 01/29/1999
ISSUE DATE:

PO06 SERIAL NUMBER: 09416737
PATENT NUMBER:

FILING DATE: 10/13/1999
ISSUE DATE:

PO10 SERIAL NUMBER: 09210169
PATENT NUMBER:

FILING DATE: 12/11/1998
ISSUE DATE:

PO02X SERIAL NUMBER: 08768606
PATENT NUMBER:

FILING DATE: 12/18/1996
ISSUE DATE:

SERIAL NUMBER: 09060867
PATENT NUMBER:

FILING DATE: 04/15/1998
ISSUE DATE:

PO04 SERIAL NUMBER: 08722898
PATENT NUMBER: 5764916

FILING DATE: 09/27/1996
ISSUE DATE: 06/09/1998

KIMBERLY WHITE, EXAMINER
ASSIGNMENT DIVISION
OFFICE OF PUBLIC RECORDS

ASSIGNMENT OF PATENT RIGHTS

FOR GOOD AND VALUABLE CONSIDERATION, the receipt, sufficiency and adequacy of which are hereby acknowledged, Quintus Corporation. ("Assignor"), a corporation organized and existing under the laws of the State of Delaware and having a place of business at 4120 Dublin Boulevard, Dublin, California 94568, does hereby:

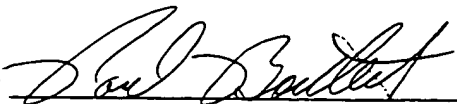
SELL, ASSIGN AND TRANSFER to Avaya Inc. (the "Assignee"), a corporation organized and existing under the laws of the State of Delaware and having a place of business at 211 Mount Airy Road, Basking Ridge, New Jersey 07920, the entire worldwide right, title and interest in the inventions set forth in the U.S. Patent applications and Patents as set forth in Appendix A hereto and in and to all patents which may be granted from divisions, reissues, substitutions, continuations, continuations-in-part, reexaminations, foreign counterparts and extensions thereof claiming priority to any of the applications underlying said patents, together with the assignment of all causes of action (either at law or in equity) and the right to sue for past infringement of said patents and all rights of recovery, including but not limited to damages, for such past infringement and all rights to receive royalty income;

WARRANT AND COVENANT that no assignment, grant, mortgage, license or other agreement affecting the rights and property herein conveyed has been made to others by the Assignor and that the full right to convey the above patents as herein expressed is possessed by the Assignor;

COVENANT agrees that, when requested and at the expense of the Assignee, to carry out in good faith the intent and purpose of this assignment, the Assignor will communicate to the Assignee all facts known to the Assignor relating to the inventions of said patent applications and the history thereof and generally do everything possible which the Assignee reasonably necessary for maintaining and enforcing proper patent protection for such patent applications and any patents issuing therefrom and to cooperate with Assignee to execute all further agreements, instruments, papers, applications, certificates and other documents and to generally perform such other proper acts as Assignee or its successors or assigns may deem reasonably necessary to secure to Assignee or its successors or assigns the rights hereby transferred, and to do everything to convey all Assignor's right, title and interest to Assignee and to Assignee, its successors, assigns, and legal representatives to obtain recordation of such conveyance to vest title to such patents and patent applications throughout out the world in the Assignee.

TO BE BINDING on the heirs, assigns, representatives and successors of the Assignor and extend to the successors, assigns and nominees of the Assignee.

Quintus Corporation (Assignor).

By: 

Title: _____

Date: _____

State of New York
County of New York

Before me, the undersigned authority, on this 10 day of April, 2001,
personally appeared Paul Battlett known to me to me the person whose
name is subscribed to the foregoing instrument and acknowledged to me that he executed the
same for the purposes and consideration therein expressed, in the capacity state, and with
authority to act in this assignment on behalf of the Assignor.

Kristine Chung
Notary Public

KRISTINE CHUNG
Notary Public, State of New York
No. 01CH6046895
Qualified in Queens County
Certificate Filed in New York County
Commission Expires August 21, 2002

APPENDIX A

U.S. Patent Application Serial Number 09/209,800 filed December 11, 1998 entitled
"Automatic Call Distribution System Using Computer Network-Based Communication"

U.S. Patent Application Serial Number 09/374,646 filed August 16, 1999 entitled
"Contact Tracking and Routing System and Method"

U.S. Patent Application Serial Number 08/741,470 filed October 30, 1996 entitled
"Method and Apparatus for Synchronizing Browse and Chat Functions on a Computer
Network"

U.S. Patent Application Serial Number 09/187,895 filed November 6, 1998 entitled
"Method and System for Coordinating Media and Messaging Operations in an
Information Processing System"

U.S. Patent Application Serial Number 09/240,207 filed January 29, 1999 entitled
"Method and System for Memory Resident Transient Storage of Data Associated with a
Plurality of Collaboration Computer Processes"

U.S. Patent Application Serial Number 09/416,737 filed October 13, 1999 entitled
"Multi-Tasking Web-Based Call Center"

U.S. Patent Application Serial Number 09/210,169 filed December 11, 1998 entitled
"Web Response Unit Including Computer Network-Based Communication"

U.S. Patent Application Serial Number 08/768,606 filed December 18, 1996 entitled
"Method and Apparatus for Embedding Chat Functions in a Web Page"

U.S. Patent Application Serial Number 09/060,867 filed April 15, 1998 entitled "Method
and Apparatus for Real Time Network Communication"

Patent Cooperation Treaty (PCT) International Application Number PCT/US00/02040
filed January 27, 2000 entitled "Method and System for Memory Resident Transient
Storage of Data Associated with a Plurality of Collaborating Computer Processes"

Patent Cooperation Treaty (PCT) International Application Number PCT/US00/21336
filed August 2, 2000 entitled "Contact Routing System and Method"

Patent Cooperation Treaty (PCT) International Application Number PCT/US00/22152
filed August 10, 2000 entitled "Multi-Tasking Web-Based Call Center"

U.S. Patent No. 5,764,916 issued June 9, 1998 entitled "Method and Apparatus for
Real Time Communication Over a Computer Network"

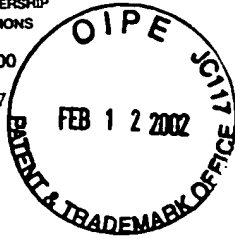
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DENVER/ENGLEWOOD, CO

September 11, 2000

Barry Price
Product Strategist
Quintus Corporation
11100 Metric Blvd. Building Seven
Austin, Texas 78758

CONFIDENTIAL COMMUNICATION
ATTORNEY/CLIENT PRIVILEGED

Via First Class Mail

Re: U.S. Patent Application for:
"METHOD AND APPARATUS FOR EMBEDDING CHAT
FUNCTIONS IN A WEB PAGE"
Inventors: Andrew T. Busey, Gerald H. Weghorst, Jr.
Filed: December 18, 1996
Serial No.: 08/768,606
Our Ref.: 04068.P002X

Dear Barry:

We received the above-referenced file. This confirms that the case is abandoned due to missing the deadline to file a response to the Advisory Action. We assume you would like for us to revive the patent application, and plan to do so unless you instruct otherwise.

Please contact me if you have any questions.

Respectfully,

BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN LLP

Thomas C. Webster
Thomas_Webster@bstz.com

TCW/bs

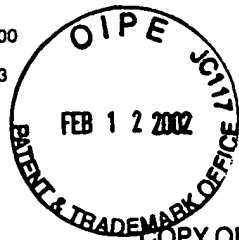
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VIA FEDERAL EXPRESS

David Volejnicek, Esq.
Avaya, Inc.
11900 North Pecos Street
Room 2U41
Westminster, Colorado 80234

CONFIDENTIAL COMMUNICATION ATTORNEY/CLIENT PRIVILEGED

Re: Avaya, Inc.
U.S. Patent Application for:
"METHOD AND SYSTEM FOR COORDINATING MEDIA
AND MESSAGING OPERATIONS IN AN INFORMATION
PROCESSING SYSTEM"
Inventor: Andrew T. Busy
Filed: November 6, 1998
Serial No.: 09/187,895
Our Ref.: 04068.P004X2

Dear David:

As per our conversation, please find enclosed a copy of documents relating to the file history of the above-referenced patent application. As mentioned previously, this application is in a state of abandonment.

Please review the documents and contact me with instructions on how to proceed. Also, please feel free to contact me with any questions.

Respectfully,

BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN LLP

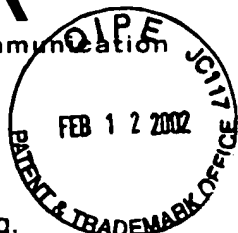
Archana B. Vittal

ABV/cz
Enclosures



17 August 2001

Archana B. Vittal, Esq.
Blakely Sokoloff Taylor & Zafman
Intellectual Property Law
Silicon Valley Office
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VIA FACSIMILE

Dear Ms. Vittal:

Re: QUINTUS App. Ser. no. 08/768,606
Your Ref: 04068.P002X

This is in response to your letter of 27 July 2001 requesting instructions on reviving the above-identified abandoned application.

Please proceed to revive this application.

In the continuation application that must be filed to revive the abandoned application, you might consider amending the independent claims along the following lines:

A method for embedding chat functions in a Web page,
comprising:

in response to a command received by a computer, establishing a
browser window including a browser frame controlled by a browser client
on a display device; and

establishing a chat frame controlled by a chat client within the
browser window on the display device contemporaneously with the
browser frame, the chat frame being a real-time continuously-open bi-
directional communications chat frame.

A dependent or another independent claim may recite that the browser frame displays a
Web page.

Please call me with any questions.

Yours truly,

David Volejnicek
Corporate Counsel
Intellectual Property

DV:kmr

Copy to
T. Bean

Send all correspondence to: Docket Administrator, Avaya Inc., P.O. Box 629,
Holmdel, New Jersey, 07733, United States of America